

# **In-Home Supportive Services (IHSS)**

## **Legislative Briefings**

**December 2022**

**California Department of Social Services**

**Director: Kim Johnson**

**Chief Deputy Director: Claire Ramsey**

**Deputy Director of Adult Programs Division: Leora Filosena**



# IHSS Program Overview

- Serves income-eligible aged (individuals 65 and older), blind, and/or disabled.
- Allows recipients to remain safely in their own homes/communities to avoid costly institutionalization.
- Offers recipient directed services where the recipient selects, hires, and manages provider.

# IHSS Funding and Caseload





# IHSS Funding

- **99.35% of the IHSS caseload receives federal financial participation (FFP):**
  - 48.47% of the recipients are in either the Personal Care Services Program (PCSP) or the IHSS Plus Option (IPO) and receive 50% FFP.
  - 48.42% of the recipients are in Community First Choice Option (CFCO) and receive 56% FFP (services only).
  - 2.46% of the recipients receive services as a result of the Patient Protection and Affordable Care Act expansion and receive 90% FFP.
- **0.65% of the IHSS caseload receives only state-and-county funding through the IHSS Residual (IHSS-R) program.**

# COVID-19 Temporary Federal Medical Assistance Percentage (FMAP) Enhancement

A 6.2% increase in the FMAP reimbursement rate for federally eligible Title XIX service expenditures since January 1, 2020.

| IHSS Programs | FMAP<br>Pre-January 1, 2020 | Temporary FMAP Enhancement<br>Since January 1, 2020 |
|---------------|-----------------------------|-----------------------------------------------------|
| PCSP and IPO  | 50%                         | 56.2%                                               |
| CFCO          | 56%                         | 62.2%                                               |
| ACA Eligible  | 90%                         | 95.0%                                               |

# Paid Cases and Hours Projection

- **Fiscal Year (FY) 2021/22:** An estimated 583,516 IHSS recipients were provided an average of 119.1 paid hours per month at an average monthly cost of \$2,136.95.
- **FY 2022/23:** An estimated 600,627 IHSS recipients will be provided an average of 120.1 paid hours per month at an average monthly cost of \$2,243.61.

# IHSS Budget by Fund Source (In Billions)

|                             | <b>FY<br/>14/15</b> | <b>FY<br/>15/16</b> | <b>FY<br/>16/17</b> | <b>FY<br/>17/18</b> | <b>FY<br/>18/19</b> | <b>FY<br/>19/20</b> | <b>FY<br/>20/21</b> | <b>FY<br/>21/22</b> | <b>FY<br/>22/23</b> |
|-----------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| <b>Federal<br/>(Reimb.)</b> | \$4.3               | \$5.8               | \$7.2               | \$7.3               | \$6.0               | \$7.2               | \$9.3               | \$10.3              | \$10.6              |
| <b>State</b>                | \$2.2               | \$3.0               | \$3.5               | \$3.1               | \$3.8               | \$4.5               | \$4.4               | \$5.1*              | \$6.1               |
| <b>County<br/>(MOE**)</b>   | \$1.0               | \$1.1               | \$1.1               | \$1.2               | \$1.8               | \$1.6               | \$1.7               | \$1.8               | \$1.9               |
| <b>Total***</b>             | <b>\$7.5</b>        | <b>\$9.8</b>        | <b>\$11.8</b>       | <b>\$11.5</b>       | <b>\$11.6</b>       | <b>\$13.3</b>       | <b>\$15.3</b>       | <b>\$17.2</b>       | <b>\$18.6</b>       |

\* Does not include \$288 Million GF for Long Term Career Pathways and \$275 million TF (\$137.5 million GF) for IHSS Care Economy Payments.

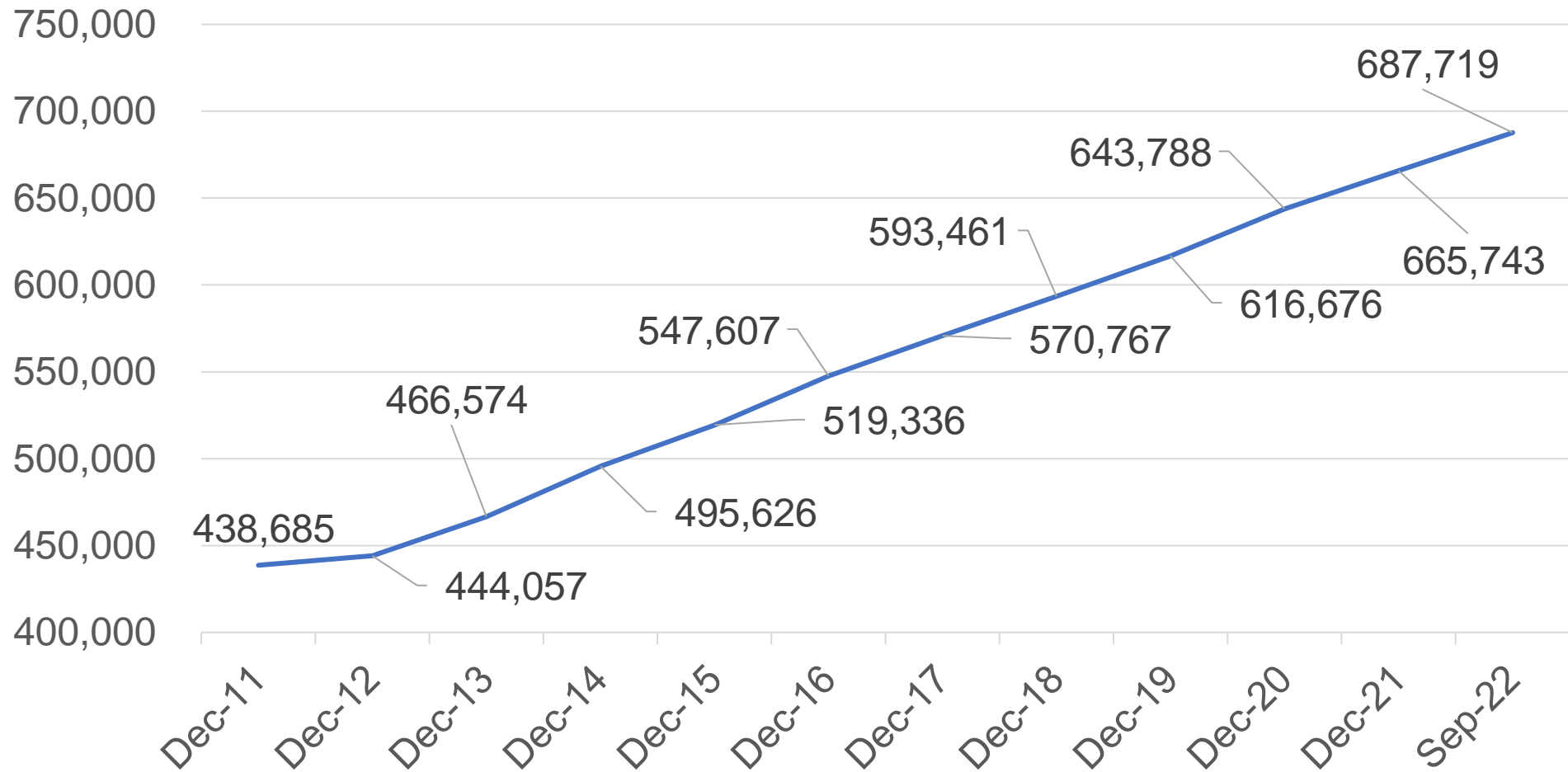
\*\* Maintenance of Effort

\*\*\* Totals may not add due to rounding.

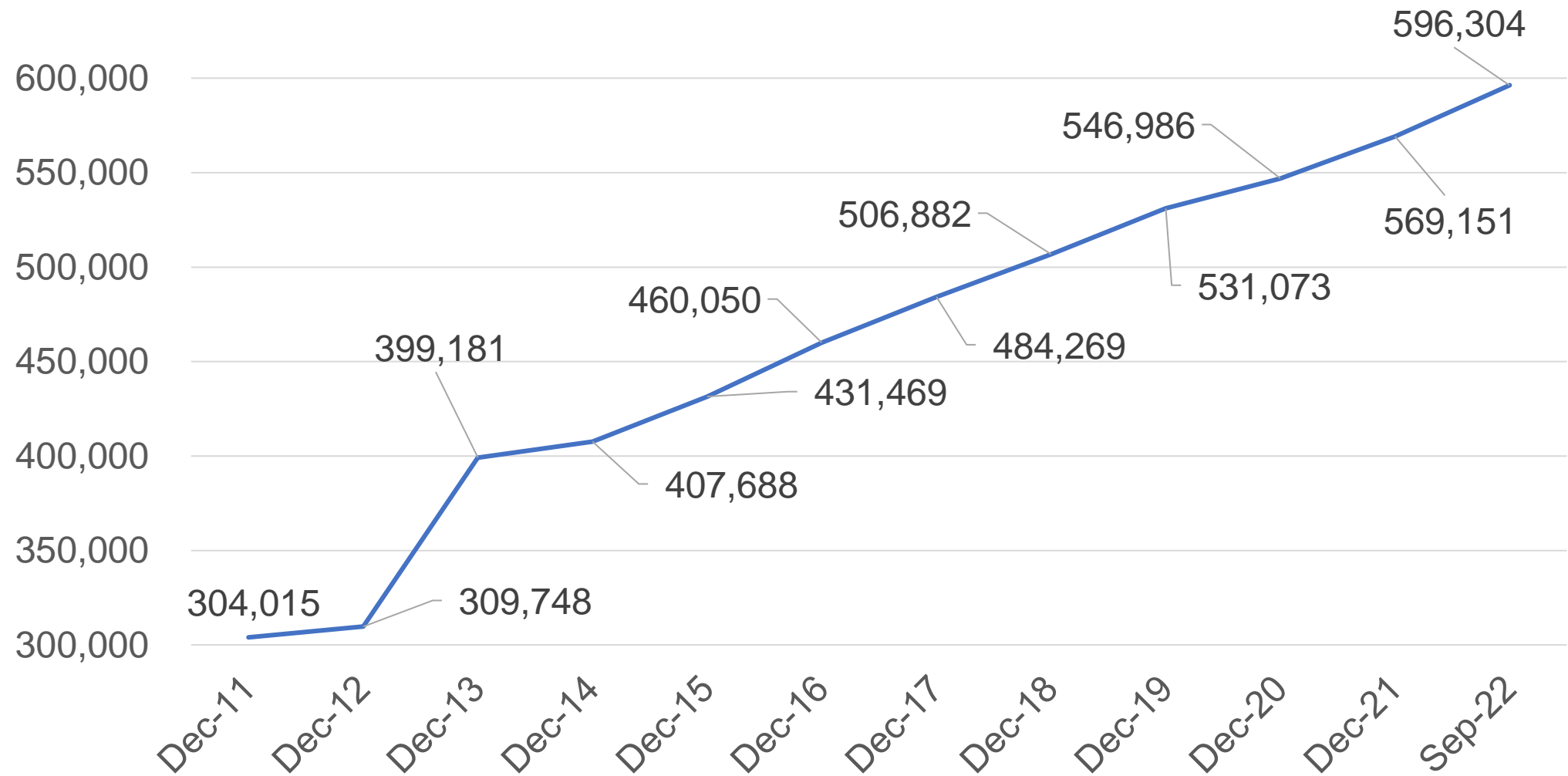
# IHSS Recipient and Provider Demographics



# IHSS Recipients (Authorized Cases)

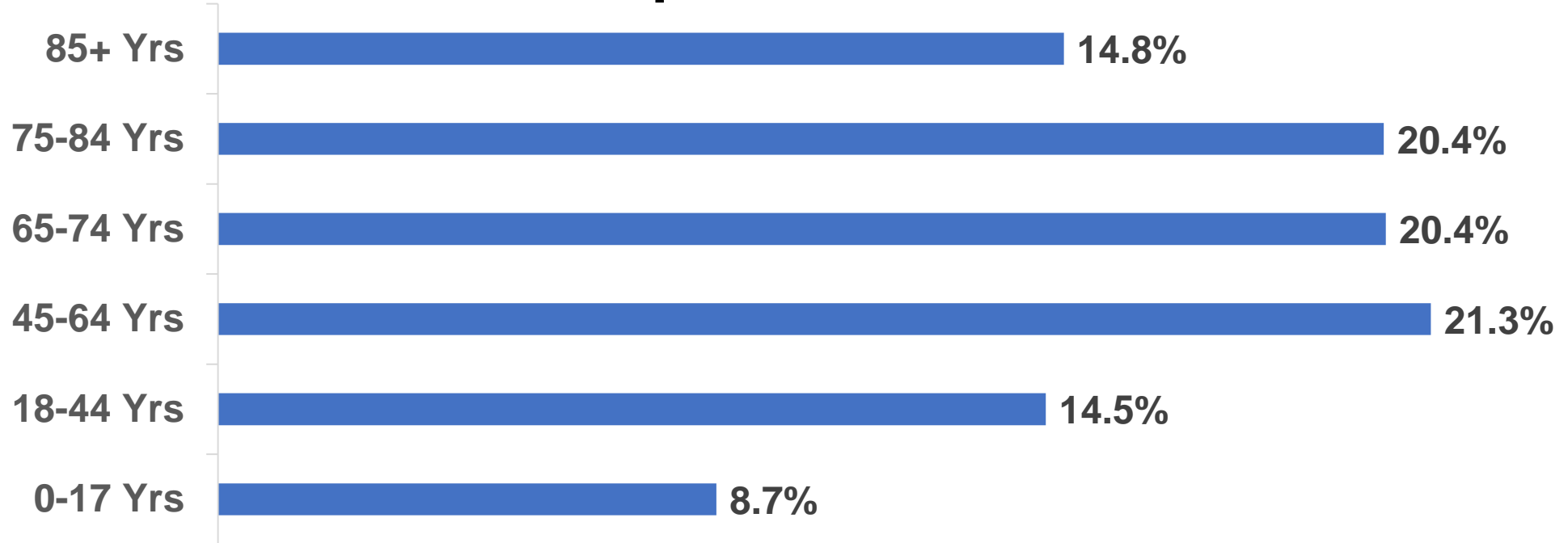


# IHSS Providers



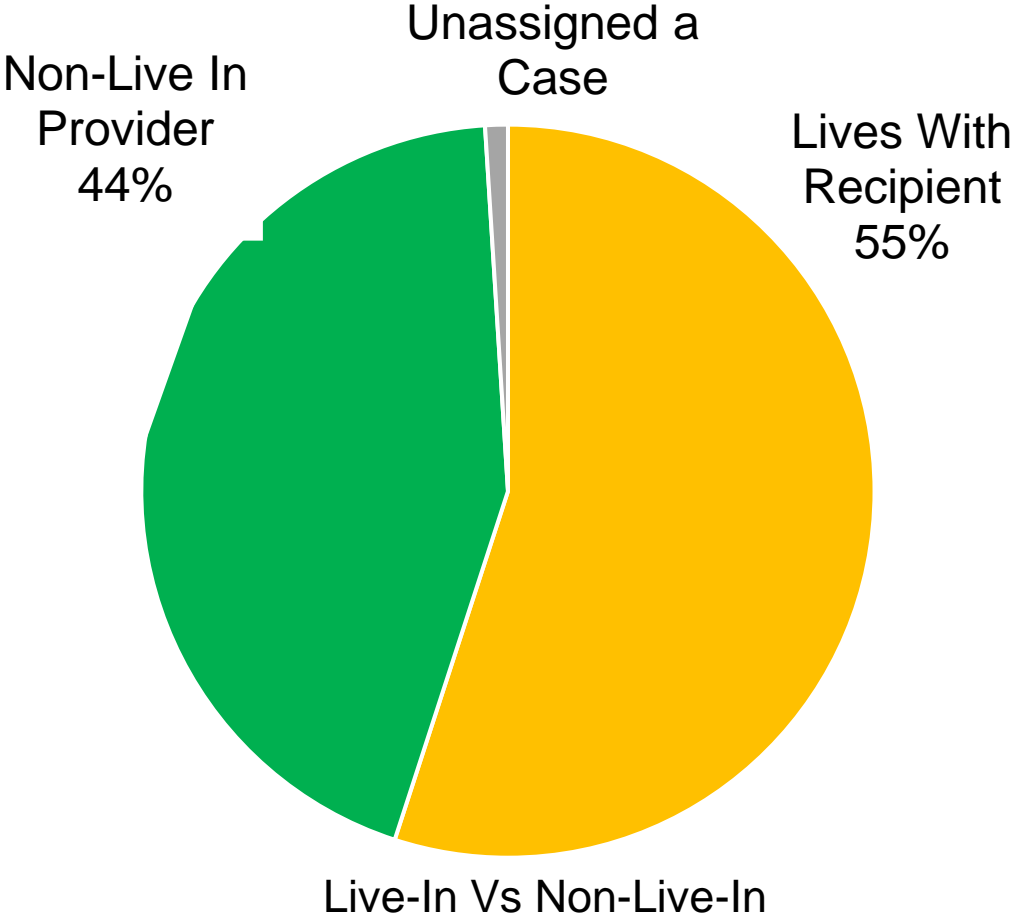
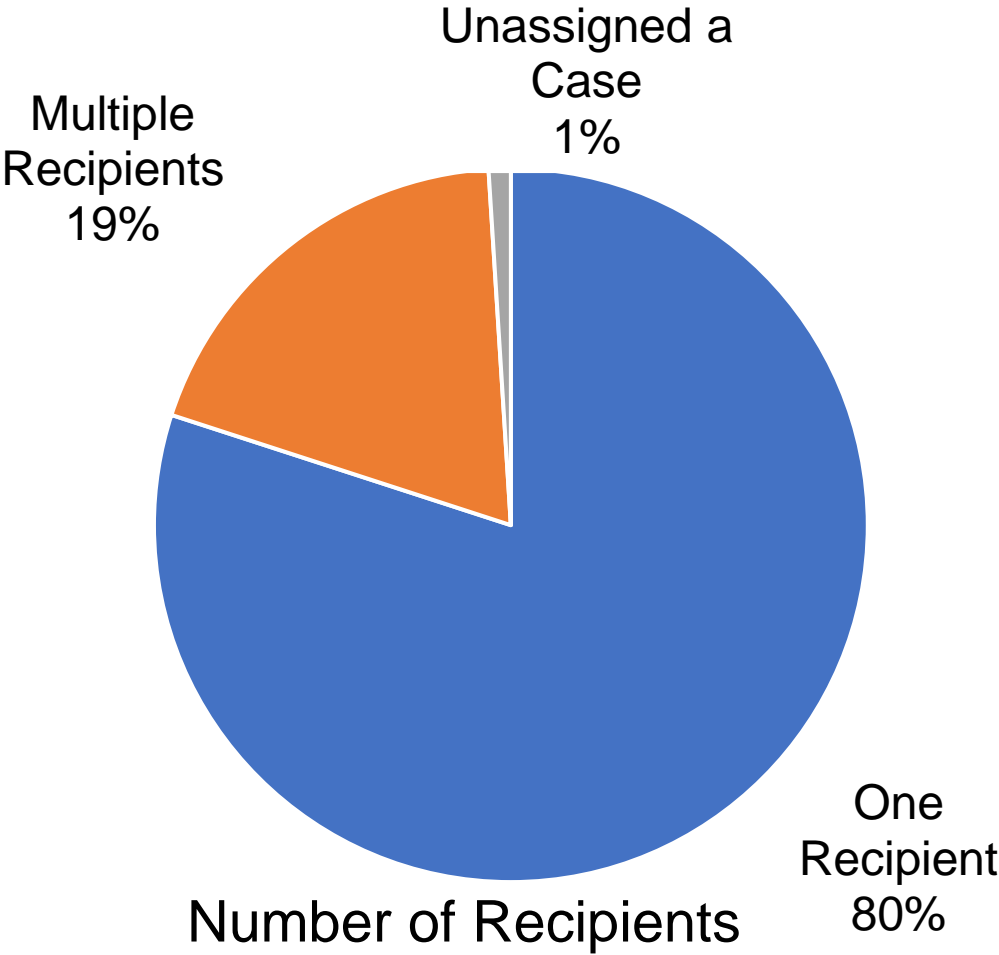
# IHSS Recipients: Age Groups

## September 2022



| Age Groups | 0-17 Yrs | 18-44 Yrs | 45-64 Yrs | 65-74 Yrs | 75-84 Yrs | 85+ Yrs |
|------------|----------|-----------|-----------|-----------|-----------|---------|
| Recipients | 59,930   | 99,560    | 145,857   | 140,450   | 140,203   | 101,719 |

# IHSS Providers (September 2022)



IHSS Providers: 596,304



# IHSS Relative Providers (September 2022)

| <b>Providers Who Are Relatives of the Recipients</b> | <b>September 2022 Snapshot</b> | <b>% of Current Providers</b> |
|------------------------------------------------------|--------------------------------|-------------------------------|
| <b>Spouse or Domestic Partner</b>                    | <b>28,278</b>                  | <b>4.7%</b>                   |
| <b>Parent Providers</b>                              | <b>114,318</b>                 | <b>19.2%</b>                  |
| <b>Adult Child</b>                                   | <b>197,387</b>                 | <b>33.1%</b>                  |
| <b>Minor Child</b>                                   | <b>593</b>                     | <b>0.1%</b>                   |
| <b>Other Relative</b>                                | <b>98,155</b>                  | <b>16.4%</b>                  |
| <b>Total Relative Providers</b>                      | <b>425,169</b>                 | <b>71.3%</b>                  |

# Providers Paid in September 2022

- Total Providers paid: **552,208**
- Providers working less than 40 hours per week: **386,747** (70%)
- Providers working between 40 and 66 hours per week: **111,300** (20%)
- Providers working more than 66 hours per week: **54,161** (10%)
  - Providers with exemptions and those that are a provider working for a single recipient with more than 264 authorized hours can work more than 66 hours per week.

# **IHSS COVID-19 Response, Permanent Back-Up Provider System and Career Pathways**

# IHSS COVID-19 Response

## 1. Through June 2022:

- Emergency Protective Gear/Personal Protective Equipment for providers and recipients
- Emergency Back-Up Provider system to ensure recipients receive services even when their primary provider is out due to COVID-19 situation.
- Care Economy Payments - One-time incentive payment to providers who provided services during COVID-19.

## 2. Extensions

- Supplemental Paid Sick Leave for IHSS providers.
- Recipient Vaccination: Expansion of Medical Accompaniment Service: compensates providers for up to 2.0 hours (per vaccination) of medical accompaniment, if required by the recipient, to get COVID-19 vaccinations.



# Permanent Back-up Provider System

- July – September 2022: With the funding for the COVID Emergency Back-up Provider System ending in June 2022, CDSS provided a transition period for implementing the Permanent Back-up Provider System to ensure a smooth transition for recipients, providers, and counties.
- October 2022: Implementation of the Permanent Back-up Provider System to ensure IHSS services for recipients when their regular provider is not available.
- Counties and Public Authorities/Non-Profit Consortia received an allocation for Administrative costs associated with the Permanent Back-up Provider System.

# Permanent Back-up Provider System: Differential

- Providers will receive a wage differential (additional \$2 per hour) when they are utilized in counties operating under the Individual Provider (IP) Mode of service delivery where recipients hires, fires, and supervises providers.
- The Maximum Allowable Contract Rates (MACR) are established for counties operating under the Contract Mode of service delivery where the county contracts with an outside agency that employs providers.
  - The MACR is being updated to ensure adequate resources are available if counties opt to utilize this mode of services to meet Permanent Back-up Provider System needs.

# Career Pathways

- Welfare and Institutions Code (WIC) Section 12316.1, mandated the California Department of Social Services (CDSS) administer the statewide Career Pathways Program for providers of IHSS and Waiver Personal Care Services (WPCS).
- One-time investment (\$288 million GF over multiple years) creates a training program for IHSS/WPCS providers to increase the quality of care, recruitment and retention of providers for recipients and to provide training opportunities for career advancement in the home care and health care industries.
- IHSS and WPCS providers who have completed provider enrollment are eligible to participate in the Career Pathways Program.
- Training offerings started October 1, 2022.

# Career Pathways Goals

## Program Goals:

- Statewide, high-quality, equitable training for IHSS and WPCS providers.
- Stabilize provider workforce, encourage retention and recruitment.
- Improve quality of care by increasing collaboration and communication between providers and those they serve
- Support providers by providing foundational training that can be used for IHSS/WCPS recipients or lead to further opportunities in the healthcare field.

## Stakeholder Feedback:

|                     |                                |
|---------------------|--------------------------------|
| Access to Training  | Quality of Care for Recipients |
| Course selection    | Language Offerings             |
| Additional Payments | Statewide Approach             |



# Career Pathways: Five Pathways

## Five Available Pathways:

| Category 1                                                                                                                                    | Category 2                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>General Pathways:</p> <ul style="list-style-type: none"><li>• General Health and Safety for Caregivers</li><li>• Adult Education</li></ul> | <p>Specialized Pathways:</p> <ul style="list-style-type: none"><li>• Cognitive Impairments and Behavioral Health</li><li>• Complex Physical Care Needs</li><li>• Transitioning into In-Home Care and Community Based Living</li></ul> |

- The trainings focus on what is important to IHSS/WPCS providers and recipients.
- Trainings are available in multiple languages and offered primarily on-line.
- The online trainings will include live and pre-recorded sessions.







# Career Pathways: Classes Available

1. General Health and Safety for Caregivers: Home Safety, Fall Prevention, Durable Medical Equipment, Disaster Preparedness, and/or Food Safety
2. Adult Education: English for English Language Learners, Computer and Digital Literacy, and/or Math and Financial Literacy
3. Cognitive Impairments & Behavioral Health: Dementia & Alzheimer's, Developmental Disabilities, Autism, and/or Traumatic Brain Injuries
4. Complex Physical Care Needs: Mobility, Ambulation and Transfer, and/or Hoyer Lift
5. Transition into In-Home Care and Community Based Living: Care Management and Navigating Healthcare Systems and/or Homelessness

# Career Pathways Website

CDSS Programs | IHSS | IHSS Career Pathways Program

## IHSS Career Pathways Program

|                                                                                                                     |                                                                                                                         |                                                                                                                                   |                                                                                                                                      |                                                                                                                                |                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <br><a href="#">Course Catalog</a> | <br><a href="#">Registration Guide</a> | <br><a href="#">Electronic Services Portal</a> | <br><a href="#">Incentive Payment Information</a> | <br><a href="#">IHSS Provider Resources</a> | <br><a href="#">CDSS IHSS Home</a> |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|

The In-Home Supportive Services (IHSS) Career Pathways Program is an exciting optional program that provides training opportunities to enhance providers skills. IHSS and Waiver Personal Care Services (WPCS) Providers who have completed provider enrollment are eligible to register for the IHSS Career Pathways Program training courses and can be compensated for time spent attending and completing training courses.

### Upcoming Informational Webinars

**Attention IHSS/WPCS Providers! Please plan to attend an optional webinar which will provide an overview of the IHSS Career Pathways Program including the course registration process. Choose from the following dates:**

[December 6, 2022 9 am – 10 am](#)

[December 13, 2022 9 am – 10 am](#)

[December 29, 2022 1 pm – 2 pm](#)

### Coaching Services Available Starting Monday, October 3, 2022!

Want to speak with a coach to explore training opportunities and additional resources? [Get Connected Here!](#)

| How Do I?                                                                                                                                                                                                                                                                                                                                                                                                                                                      | The IHSS Career Pathways Program                                                                                                                                                                                                                                                                                                           | Additional Resources                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>▪ <a href="#">How do I use the Course Catalog and register for a course?</a></li><li>▪ <a href="#">How do I navigate this webpage?</a></li><li>▪ <a href="#">How do I submit an IHSS Career Pathways Program Training Time Claim?</a></li><li>▪ <a href="#">How do I receive an IHSS Career Pathways Incentive Payment?</a></li><li>▪ <a href="#">How do I learn more about Healthcare Career Advancement?</a></li></ul> | <ul style="list-style-type: none"><li>▪ <a href="#">General Health and Safety for Caregivers</a></li><li>▪ <a href="#">Adult Education</a></li><li>▪ <a href="#">Cognitive Impairments and Behavioral Health</a></li><li>▪ <a href="#">Complex Physical Care Needs</a></li><li>▪ <a href="#">Transitioning into In-Home Care</a></li></ul> | <ul style="list-style-type: none"><li>▪ <a href="#">Career Pathways Stakeholder webpage</a></li><li>▪ <a href="#">County IHSS Offices</a></li><li>▪ <a href="#">IHSS Career Pathways Program Frequently Asked Questions (FAQ)</a></li><li>▪ <a href="#">IHSS Career Pathways Program Webinar Slide Deck</a></li></ul> |

Please send your additional questions to the IHSS Career Pathways Program inbox at [IHSSCareerPathways@dss.ca.gov](mailto:IHSSCareerPathways@dss.ca.gov)

**Legal Statement:** This publication, or thereof, may not be used or duplicated without the express written permission of CDSS, including but not limited to copying for posting to another website or use in trainings conducted by an entity other than the training entities authorized by CDSS.

# Career Pathways: Provider Payments

Providers will receive payment for:

- Incentive Payments – Providers may be eligible for three different incentive payments based on the classes they take and the recipients they serve.
- Training Attendance – Providers will be paid for the hours they spend attending training at their regular pay rate, and may receive overtime pay if they qualify.



# Career Pathways: Incentive Payments

- 1) Type 1: \$500
  - Completes 15 hours of course work in either General *or* Specialized pathways
  - Maximum incentive payments: 2
- 2) Type 2: \$500
  - Completes 15 hours of course work in **Specialized** pathways and
  - Work for an existing or new recipient who has a need for the specialized care, and
  - Provide care for 40 authorized hours in the first month of services
- 3) Type 3: \$2,000
  - Complete 15 hours of training in a **Specialized** pathway, and
  - Work for an existing or new recipient who has a need for that specialized care, and
  - Work a minimum of 40 hours per month for at least 6 months for that recipient.

# CalSavers and Electronic Visit Verification

# CalSavers

- Case Management Information and Payrolling System (CMIPS) will be modified to allow providers to participate in the new retirement program designed for all California individuals, CalSavers.
- The CalSavers Retirement Program offers IHSS providers:
  - Ability to contribute to a Roth Individual Retirement Account (IRA) that belongs to the IHSS provider.
  - A completely voluntary participation via automatic enrollment payroll deduction.
  - Ability to stick with the standard options for savings rates and investments or choose their own.
  - Flexibility to keep their account even if they change recipients or jobs.

# Electronic Visit Verification (EVV)

- Mandated by the Federal 2016 21<sup>st</sup> Century Cures Act, CDSS implemented EVV for IHSS as of December 2020; however, additional direction from Center for Medical and Medicare Services' (CMS) required electronic capture of the provider's location at the start and end of each workday.
- Until IHSS is in full compliance, it cannot receive CMS approval. As a result, a 0.50% FMAP reduction penalty was applied in Calendar Year (CY) 2021 and a 0.75% reduction penalty is applied in CY 2022. The FMAP reduction for CY 2023 is 1.0%.
- The new implementation date for EVV for IHSS is July 1, 2023. Stakeholder engagement activities will begin in December 2022. Outreach and training for IHSS providers will begin in January 2023.